

ABSTRACT OF THE DISCLOSURE

5 The remote servicing of a secure computer system  
employs an intermediate network entity accessible to both a  
remote service provider and to an agent running on the  
secure computer system to be serviced. A service provider's  
computer runs a manager software module, while the system  
being serviced, or an agent on its behalf, runs an agent  
software module. An intermediary software module runs on  
the intermediate network entity. The mutually accessible  
10 intermediate network entity may be located outside firewalls  
protecting the system to be serviced or inside such  
firewalls though with the firewalls configured to allow  
selected access. Access to the intermediate network entity  
is limited by secure access protocols. After  
15 authentication, the manager submits to the intermediary one  
or more directives to be executed by the agent. The  
intermediary then sends the directives to the agent over a  
secure connection to the agent. The agent then executes the  
directive(s) upon receipt and sends the response to the  
20 intermediary via the secure connection. The manager is then  
capable of accessing the results via the intermediary.

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